



Product Support Notice

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PSN # PSN003987u

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Severity/risk level

Medium

Urgency

When convenient

Name of problem B179 with R2.3.2/2.3.3 software does not obtain IP address when connected to Avaya Cajun LAN Ethernet Switch with VLAN enabled

Products affected

Avaya B179 SIP Conference Phone with R2.3.2 and R2.3.3 software

Problem description

Avaya has identified an issue when the B179 SIP Conference Phone is connected to the Avaya Cajun Ethernet switch with VLAN enabled. The Avaya Cajun Ethernet switches (P13x and P33x wiring closet LAN switches and C36x stackable LAN switches) strip off VLAN tags on the access ports; thus causing operational issues when the B179 is configured for VLAN. Under such condition where the Avaya Cajun switch is configured for VLAN and DHCP Option 242 is configured with VLAN tagging enabled, the B179 will not be able to obtain an IP address from the DHCP server.

Avaya is not aware of any VLAN interoperability issue with the B179 and other Ethernet switches.

Resolution

The issue will be resolved in a later release of the B179 software. This PSN will be updated on availability of that software

Workaround or alternative remediation

This issue will not occur if the associated Avaya Cajun LAN switch is not configured for VLAN. Another alternative is to use the older R2.3.0 and R2.3.1 software on the B179 and leave VLAN disabled in the setting.

Remarks

n/a

Patch Notes

The information in this section concerns the patch, if any, recommended in the Resolution above.

Backup before applying the patch

n/a

Download

n/a

Patch install instructions

Service-interrupting?

n/a

No

Verification

n/a

Failure

n/a

Patch uninstall instructions

n/a

Security Notes

The information in this section concerns the security risk, if any, represented by the topic of this PSN.

Security risks

n/a

Avaya Security Vulnerability Classification

Not Susceptible

Mitigation

n/a

For additional support, contact your Authorized Service Provider. Depending on your coverage entitlements, additional support may incur charges. Support is provided per your warranty or service contract terms unless otherwise specified.

Avaya Support Contact	Telephone
U.S. Remote Technical Services – Enterprise	800-242-2121
U.S. Remote Technical Services – Small Medium Enterprise	800-628-2888
U.S. Remote Technical Services – BusinessPartners for Enterprise Product	877-295-0099
BusinessPartners for Small Medium Product	Please contact your distributor.
Canada	800-387-4268
Caribbean and Latin America	786-331-0860
Europe, Middle East, and Africa	36-1238-8334
Asia Pacific	65-6872-8686

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